Quarterly Service Performance Review
Second Quarter, FY 2018
October - December, 2017
Operations & Safety Committee
February 22, 2018
<table>
<thead>
<tr>
<th>PERFORMANCE INDICATORS</th>
<th>CURRENT QUARTER</th>
<th>PRIOR QTR ACTUALS</th>
<th>YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ACTUAL</td>
<td>STANDARD</td>
<td>STATUS</td>
</tr>
<tr>
<td><strong>Average Ridership - Weekday</strong></td>
<td>426,492</td>
<td>439,970</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Customers on Time</strong></td>
<td>89.36%</td>
<td>95.00%</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Trains on Time</strong></td>
<td>91.75%</td>
<td>95.00%</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Peak Period Transbay Car Throughput</strong></td>
<td>95.05%</td>
<td>97.50%</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Car Availability at 4 AM (0400)</strong></td>
<td>98.73%</td>
<td>98.00%</td>
<td>MET</td>
</tr>
<tr>
<td><strong>Mean Time Between Service Delays</strong></td>
<td>4,627</td>
<td>4,000</td>
<td>MET</td>
</tr>
<tr>
<td><strong>Escalators in Service</strong></td>
<td>91.67%</td>
<td>95.00%</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Automatic Fare Collection</strong></td>
<td>99.56%</td>
<td>99.00%</td>
<td>MET</td>
</tr>
<tr>
<td><strong>Wayside Train Control System</strong></td>
<td>1.49</td>
<td>1.00</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Safety</strong></td>
<td>1.68</td>
<td>5.50</td>
<td>MET</td>
</tr>
<tr>
<td><strong>Vehicle Incidents/Million Patrons</strong></td>
<td>0.10</td>
<td>0.08</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Lost Time Injuries/Ilnesses/Per OSHA</strong></td>
<td>7.66</td>
<td>7.50</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Rule Violations Summary/Million Car Miles</strong></td>
<td>0.210</td>
<td>0.500</td>
<td>MET</td>
</tr>
<tr>
<td><strong>Police</strong></td>
<td>11%</td>
<td>11.9%</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Quality of Life per million riders</strong></td>
<td>67.79</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Complaints per 100,000 Passenger Trips</strong></td>
<td>6.84</td>
<td>5.07</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Police Response Time per Emergency Incident (Minutes)</strong></td>
<td>5.18</td>
<td>5.00</td>
<td>NOT MET</td>
</tr>
<tr>
<td><strong>Bike Thefts (Quarterly Total and YTD Quarterly Average)</strong></td>
<td>88</td>
<td>150.00</td>
<td>MET</td>
</tr>
</tbody>
</table>

**LEGEND:**
- Goal met
- Goal not met but within 5%
- Goal not met by more than 5%
Ridership decline continues at about same levels as last quarter, weekends worse

Continued gains in train service reliability, Ops and BPD working together to improve further

Equipment Reliability: Car, Track and Traction Power met; Computer Control System and Train Control not met

Equipment Availability: Elevators (Station and Garage), Ticket Machines and Fare Gates met; Escalators (Platform and Street) and Cars not met

Passenger Environment: 2 of 4 Station indicators improved, none met goal; 3 of 4 Train indicators improved, none met goal

Complaints decreased
Customer Ridership

Total ridership decreased by 3.4% compared to same quarter last year
✓ Average weekday ridership (414,093) down 2.8% from same quarter last year
✓ Core weekday ridership down by 2.7% from same quarter last year
✓ SFO Extension weekday ridership down by 3.8% from same quarter last year
✓ Saturday and Sunday down by 9.0% and 9.4%, respectively, over same quarter last year
On-Time Service - Customer

On-Time Service- Customer

91.8%, 95.00% goal not met, up 1.7% from prior quarter

Delay events causing the most late trains:

<table>
<thead>
<tr>
<th></th>
<th>Event Date</th>
<th>Location</th>
<th>Cause Description</th>
<th>Type</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4-Dec-17</td>
<td>W. Oakland</td>
<td>MUX (Recurring Failures)</td>
<td>Equip</td>
<td>130</td>
</tr>
<tr>
<td>2</td>
<td>16-Dec-17</td>
<td>Powell</td>
<td>Train Struck A Patron On Trackway</td>
<td>People</td>
<td>109</td>
</tr>
<tr>
<td>3</td>
<td>12-Dec-17</td>
<td>T-Bay Tube</td>
<td>Brake</td>
<td>Vehicle</td>
<td>86</td>
</tr>
<tr>
<td>4</td>
<td>16-Nov-17</td>
<td>Systemwide</td>
<td>Weather (Wet Tracks)</td>
<td>Weather</td>
<td>83</td>
</tr>
<tr>
<td>5</td>
<td>14-Oct-17</td>
<td>24th Street</td>
<td>Person on Trackway and Under Train</td>
<td>People</td>
<td>72</td>
</tr>
<tr>
<td>6</td>
<td>31-Oct-17</td>
<td>Hayward</td>
<td>FOTF (OOS Train Stopped/No Movement)</td>
<td>Vehicle</td>
<td>52</td>
</tr>
<tr>
<td>7</td>
<td>9-Nov-17</td>
<td>H.Yd. I-Lk SLd</td>
<td>False Occupancy (Routing Impaired)</td>
<td>Equip</td>
<td>48</td>
</tr>
<tr>
<td>8</td>
<td>24-Oct-17</td>
<td>Balboa Park</td>
<td>MUX (Blown Fuse/Replaced)</td>
<td>Equip</td>
<td>41</td>
</tr>
<tr>
<td>9</td>
<td>18-Oct-17</td>
<td>H.Yd. I-Lk SLd</td>
<td>Routing (VHLC Logic Controller/PC Board)</td>
<td>Equip</td>
<td>41</td>
</tr>
</tbody>
</table>
On-Time Service - Train

- 86.1%, 92.00% goal not met; up 3.0% from prior quarter
- 45.5% of late trains were late due to multiple small delays, each under 5 minutes
- Categorization of late trains due to a known delay event of 5 minutes or greater:

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage of Delayed Trains</th>
</tr>
</thead>
<tbody>
<tr>
<td>POLICE ACTIONS</td>
<td>22.1%</td>
</tr>
<tr>
<td>TRAIN CONTROL</td>
<td>16.1%</td>
</tr>
<tr>
<td>RAIL CAR</td>
<td>12.6%</td>
</tr>
<tr>
<td>MULTIPLE CAUSE</td>
<td>7.3%</td>
</tr>
<tr>
<td>VANDALISM</td>
<td>6.1%</td>
</tr>
<tr>
<td>MEDICAL EMERGENCY</td>
<td>4.9%</td>
</tr>
<tr>
<td>PERSON ON TRACKWAY</td>
<td>4.6%</td>
</tr>
<tr>
<td>OPERATIONS</td>
<td>4.4%</td>
</tr>
<tr>
<td>TRAIN STRUCK PATRON</td>
<td>3.1%</td>
</tr>
<tr>
<td>WEATHER</td>
<td>2.3%</td>
</tr>
</tbody>
</table>
Goal not met but better than previous quarter – Actual 1.49 / Goal 1.00

The improvement can be attributed to the restructuring of the staffing plan. A complete rebid in early October allowed for greater focus on PM and repairs during the grave shift. Compliance percentages have increased and reliability of assets are showing improvement as a result.
Goal not met – Actual 0.1 / Goal 0.08

October delay caused by faulty power supply on Net.com at San Bruno.
Traction Power

Includes Coverboards, Insulators, Third Rail Trips, Substations, Delays Per 100 Train Runs

☑ Goal met – Actual .12 / Goal .2
☑ Platform insulator replacement scheduled for late April 2018 at Balboa Park
Includes Late Dispatches, Controller-Train Operator-Tower Procedures and Other Operational Delays Per 100 Train Runs

Goal met – Actual .41 / Goal .5
Track

Includes Rail, Track Tie, Misalignment, Switch, Delays Per 100 Train Runs

Yes, Goal met – Actual .10 / Goal .30
Car Equipment - Reliability

Mean Time Between Service Delays (Hours)

Oct  Nov  Dec  Jan  Feb  Mar  April  May  June  July  Aug  Sept  Oct  Nov  Dec

Goal met – MTBSD 4,627 hours / Goal 4,000 hours
CAR Equipment – Availability @ 0400 hours

- Goal not met – 590 Actual vs. 595 Required
- 40 cars out of service due to damaged collector shoes. Mainline incident on Dec. 4th
- 4 accident cars (3 coupler damage), 6 Berryessa test cars
Goal 98%. Goal met – Actual 98.7%

Seeking contractor support to perform door replacements on several Elev during 3rd / 4th Qtr.
Goal 98%. Goal met - Actual 98.5%

Pleasant Hill Garage Renovation Set to Begin early Feb.
Goal 95%. Goal not met - Actual 91.7%
3 major repairs (2 Bullgears / 1 Chain Job)
Extended outage at Warm Springs on unit under warranty
O&K Controller Replacement Project
  - First two completed
  - One in progress (16th Street), projected completion 4/18
6 Addt’l Chain Jobs required in 2018
Goal 96%. Goal not met - Actual 95.8%

- Civic Center (P3) machine shop took an excessive amount of time on the bullgear
- Balboa Park (P2) unique “one of a kind” Fujitec unit, required contractor support
- Civic Center (P1) currently undergoing a major repair
- Montgomery (P3) next downtown chain replacement
- 8 Addt’l chain jobs required in 2018 (4 are downtown Platforms)
AFC Gate Availability

Goal met - Actual 99.6% / Goal 99.0%
AFC Vendor Availability

- Goal met - Actual 95.8% / Goal 95.0%
- Parking Validation Machines Availability – 99.8%
- Added minimum of 2 Clipper Vendor Machines per station
Environment - Outside Stations

Composite rating of:
- Walkways & Entry Plaza Cleanliness (50%) 2.52
- BART Parking Lot Cleanliness (25%) 2.85
- Appearance of BART Landscaping (25%) 2.67↑

✓ Goal not met,
✓ Cleanliness ratings of either Excellent or Good:
  - Walkways/Entry Plazas: 53.7%
  - Parking Lots: 70.2%
  - Landscaping Appearance: 61.9%

Ratings guide:
4 = Excellent
3 = Good
2.80 = Goal
2 = Only Fair
1 = Poor

↑ indicates a statistically significant decrease from the prior quarter
Environment - Inside Stations

Ratings guide:
4 = Excellent
3 = Good
3.00 = Goal
2 = Only Fair
1 = Poor

Goal not met

✓ Cleanliness ratings of either Excellent or Good:
Station Platform: 63.1%; Other Station Areas: 53.4%
Restrooms: 34.7% Elevators: 46.7%

† indicates a statistically significant decrease from the prior quarter
Station Kept Free of Graffiti

- Goal not met
- 73.4% of those surveyed ranked this category as either Excellent or Good
Station Services

Composite rating of:
Station Agent Availability (65%)  2.80
Brochures Availability (35%)  2.90

✓ Goal not met
✓ Availability ratings of either Excellent or Good:
  Station Agents:  70.1%
  Brochures:  73.7%
Train P.A. Announcements

Ratings guide:
4 = Excellent
3.17 = Goal
3 = Good
2 = Only Fair
1 = Poor

Composite rating of:
- P.A. Arrival Announcements (33%) 3.06
- P.A. Transfer Announcements (33%) 3.03
- P.A. Destination Announcements (33%) 3.18

Goal not met
Announcement ratings of either Excellent or Good:
- Arrivals: 78.7%
- Transfers: 76.3%
- Destinations: 84.0%

Goal not met
Train Exterior Appearance

✓ Goal not met
✓ 70.7% of those surveyed ranked this category as either Excellent or Good
Train Interior Cleanliness

Composite rating of:
- Train interior cleanliness (60%) 2.52
- Train interior kept free of graffiti (40%) 3.22

Goal not met

Goal not met

Train Interior ratings of either Excellent or Good:
- Train Interior Cleanliness: 54.5%; Graffiti-free: 87.3%

\[\downarrow\] indicates a statistically significant decrease from the prior quarter
Train Temperature

✓ Goal not met
✓ 83.2% of those surveyed rated this category as either Excellent or Good
Total complaints lodged this period decreased 346 (14.5%) from last quarter, up 24 (1.2%) when compared with the second quarter FY17.

Complaint numbers increased in the categories of Announcements, AFC, M&E, Parking, Passenger Information, and Train Cleanliness while decreases appear in Bike Program, Personnel, Police Services, Policies, Quality of Life, Service, Station Cleanliness and Trains.

“Compliments” show an increase with 112, up from 96 last quarter (one year ago these numbered 86).
Patron Safety: Station Incidents per Million Patrons

Goal met
Patron Safety
Vehicle Incidents per Million Patrons

Goal met
Employee Safety:
Lost Time Injuries/Illnesses per OSHA Incidence Rate

Goal no met
Employee Safety:
OSHA-Recordable Injuries/Illnesses per OSHA Incidence Rate

 longstanding of results, benchmarking is achieved.

✓ Goal met
OPERATIONS

SERVICE: How are we doing? 

✓ Operating Safety:

Unscheduled Door Openings per Million Car Miles

✓ Goal met
SERVICE: How are we doing?

Operating Safety:
Rule Violations per Million Car Miles

✓ Goal met
BART Police Presence

Goal not met

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police seen on train</td>
<td>5.0%</td>
</tr>
<tr>
<td>Police seen outside the station</td>
<td>13.9%</td>
</tr>
<tr>
<td>Police seen in the station</td>
<td>11.2%</td>
</tr>
<tr>
<td>Police seen on train after 7:00PM</td>
<td>6.2%</td>
</tr>
<tr>
<td>Police seen outside the station after 7:00PM</td>
<td>14.7%</td>
</tr>
<tr>
<td>Police seen in the station after 7:00PM</td>
<td>11.8%</td>
</tr>
</tbody>
</table>
Quality of Life incidents are down from the last quarter but up from the corresponding quarter of the prior fiscal year.

*Quality of Life Violations include: Disturbing the Peace, Vagrancy, Public Urination, Fare Evasion, Loud Music/Radios, Smoking, Eating/Drinking and Expectoration
CRIMES AGAINST PERSONS
(Homicide, Rape, Robbery, and Aggravated Assault)

Goal not met

- Crimes against persons are up from the last quarter and up from the corresponding quarter of the prior fiscal year.
The number of incidents per thousand parking spaces are unchanged from last quarter and up from the corresponding quarter of the prior fiscal year.
Goal met

The number of incidents per thousand parking spaces are up from last quarter and down from the corresponding quarter of the prior fiscal year.
The average Emergency Response Time goal was not met for the quarter but improved from the prior quarter and down from the corresponding quarter of the prior fiscal year.
Goal met

88 bike thefts for current quarter, down 37 from last quarter.